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ABSTRACT

The Annual Student Satisfaction Survey at Oregon's Rogue Community College (RCC) allows the school to measure achievement in services, classes, and facilities. Three hundred and eleven students responded to this winter 2000 survey. Findings include: (1) seventeen percent of all respondents at the Redwood and Riverside campuses were very satisfied with their ability to get access to information about RCC; (2) fourteen percent, both campuses combined, were very satisfied with the orientation process; (3) staff helpfulness ranked highest in satisfaction on the "access to information" and "getting started" (orientation) questions and off-hours access to registration and the bookstore ranked lowest; and (4) campus safety and computer facilities had the highest approval rate in the "attending classes" question and parking ranked lowest in satisfaction. Recommendations for improvement include reaffirming to staff and faculty that the students are RCC's "customers," and that they should come first; expediting the implementation of telephone and/or online registration; reviewing staffing in Student Services, the bookstore, and the business office during peak times of demand; offering additional hours in student service areas (financial aid, the bookstore, food service, etc.) where needed; and offering an associate of science degree in computer science and other high-technology areas. Appended are representative verbatim comments and suggestions for improvement, data tables, sample summaries, and the questionnaire. (EMH)

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STUDENT SATISFACTION SURVEY
WINTER 2000

ROGUE COMMUNITY COLLEGE
REDWOOD AND RIVERSIDE CAMPUSES

ED 448 831

MANAGEMENT REPORT

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INTRODUCTION

Background and Purpose

Rogue Community College's annual Student Satisfaction Survey is a primary tool by which the college measures its achievement in the areas of services, classes, and facilities. The primary purpose of the study is to obtain feedback from attending students regarding the issues that impact their ability to focus on learning.

The Winter 2000 version of the Student Satisfaction Survey is the fourth survey in the series, the first survey occurring in Fall 1997, followed by Spring 1998 and Fall 1998. While the first three surveys were entirely open-ended, the Winter 2000 survey incorporates substantial closed-ended questions, while maintaining opportunities for open-ended comments. The survey's new format is an attempt to make the survey instrument more objective and to achieve more precise measurement of attitudes and opinions on the issues. In this regard, the Winter 2000 survey serves as a benchmark for future tracking on the issues surveyed. In all four surveys, the areas of primary interest are the same:

- *Access to Information About RCC (programs and services we offer)*
- *Getting Started at RCC (advising, testing, registration, buying books, paying for classes, etc.)*
- *Attending Classes at RCC (time, location, class schedules, parking, food service, student lounge, etc.)*
- *Miscellaneous (other comments or suggestions for improvement)*

The Institutional Effectiveness Task Force (IETF) oversees the development, administration, and tabulation of the survey, as well as distribution of the survey management report and recommendations to appropriate RCC managers and others. Following distribution and presentation of the management report to President's Council, managers respond to IETF with action plans and progress reports based on the management report's recommendations.

Other versions of this Student Satisfaction Survey (in the original open-ended format) are conducted at all ABE/GED sites in Josephine and Jackson Counties and the Workforce Training Center at the VA Domiciliary in White City. Separate management reports are generated for ABE/GED and the WFTC.

Methodology

Questionnaires and instructions were given to specified instructors at the Redwood and Riverside Campuses for distribution in their classrooms. Classes to be surveyed were selected to create a representative sample of students from the academic transfer, professional/technical, and developmental education areas of the college. Students completed the surveys during class time. Questionnaires were completed and collected during the first week of February in Winter quarter, 2000.

A total of 311 questionnaires were collected from the Redwood and Riverside classes surveyed, 156 from Redwood and 155 from Riverside.

Analysis

This Management Report provides findings for the Winter 2000 Student Satisfaction Survey for the Redwood and Riverside Campuses. Results are analyzed by total RCC (data from Redwood and Riverside Campuses combined) and by Redwood versus Riverside for comparison purposes. In most cases, results are analyzed in terms of "top box" responses, that is, the answers that represent "very satisfied" or "completely agree." Looking at ratings in this way is important for two main reasons: First, RCC does very well on average in most areas surveyed, so a broader comparison than top box may be deceptive and provide little differentiation. Second, top box analysis is a call to achieving the highest degree of excellence possible, and not settling for merely "satisfactory" performance.

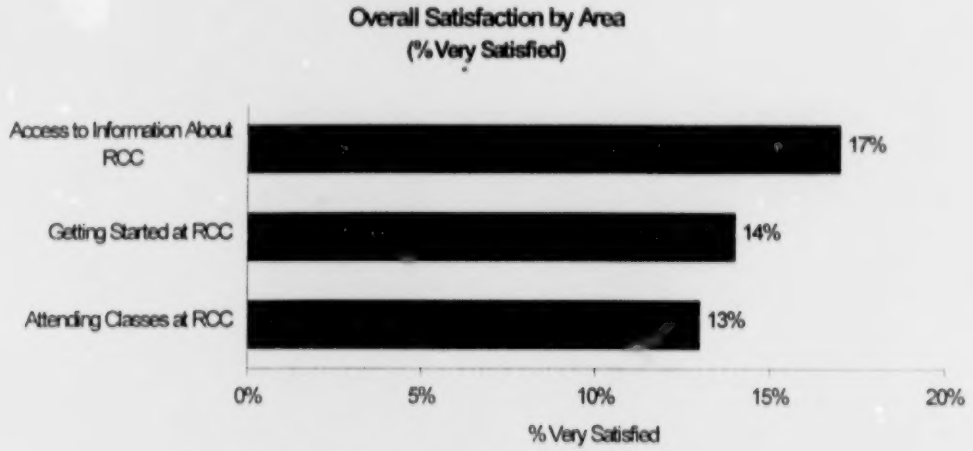
Following the Executive Summary, Recommendations, and Detailed Findings sections, representative verbatim responses to the open-ended questions are presented (Redwood Campus, Appendix A; Riverside Campus, Appendix B). Data tables (Appendix C), sample summaries (Appendix D), and a copy of the questionnaire are located at the back of this report.

EXECUTIVE SUMMARY

This Executive Summary provides topline findings of the Student Satisfaction Survey conducted at the Redwood and Riverside Campuses during the Winter 2000 term. More in-depth analysis is found in the Detailed Findings section of this report.

Overall Satisfaction by Area

- Looking at the combined campuses, overall satisfaction appears to be similar among the three areas surveyed: access to information about RCC, getting started at RCC, and attending classes at RCC.

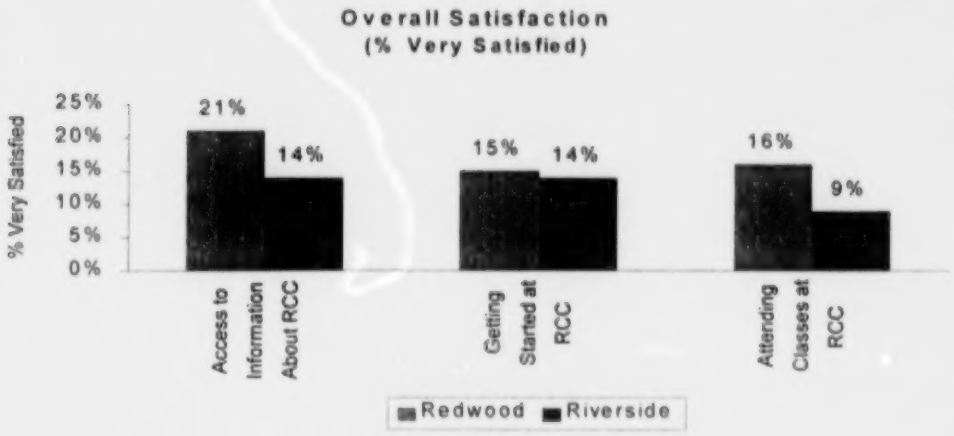


The averages for these three areas are all about 3.8 (range 3.83 to 3.75) on a 5-point scale, where 5 is the highest (very satisfied) and 1 is the lowest (very dissatisfied).

EXECUTIVE SUMMARY (cont)

Overall Satisfaction by Area (cont)

- The area of getting started at RCC is the only one where a noticeable gap in overall satisfaction is *not* evident between the Redwood and Riverside Campuses. For the other two areas, access to information and attending classes, there is a gap of seven percentage points in the ratings of very satisfied, with the Riverside Campus rating lower.



Access to Information About RCC

- The range of "completely agree" ratings on the five Access to Information attributes is 42% to 20% among all students surveyed. Staff helpfulness ranks highest, while programs and services being well advertised ranks lowest overall.

- Between the Redwood and Riverside Campuses, there is little difference in the agreement ratings on the Access to Information attributes, the greatest being a difference of six percentage points on information being easy to understand.

EXECUTIVE SUMMARY (cont)

Getting Started at RCC

- College-wide, the highest-ranking Getting Started attributes are the helpfulness and knowledge of the Financial Aid staff. Off-hours access to registration and the bookstore, as well as stocking of the bookstore for student needs, rank lowest. (The range of ratings of "completely agree" is 25% to 16%.)

- Comparing the Redwood and Riverside Campuses, Riverside students generally indicate lower levels of agreement on the Getting Started attributes. The exceptions are the three financial aid attributes (helpfulness, knowledge, award available when needed) and that the process of getting started is well organized.

Attending Classes at RCC

- Among the Attending Classes attributes, campus safety and having computer labs well equipped rank highest among all students surveyed. Having adequate parking for students ranks lowest, followed by having a sufficient variety of classes and sufficient off-hour class times. (The range of ratings of "completely agree" is 28% to 6%.)

- Compared with Redwood students, the ratings of Riverside students are lower on all Attending Classes attributes. The differences are greatest on the attributes of food service and student lounge, faculty availability, and campus and parking lot safety.

RECOMMENDATIONS

The recommendations that follow focus on the most outstanding issues where clear action may be taken. The recommendations are based on ratings of the closed-ended questions in the survey instrument as well as verbatim comments offered by students. Most recommendations are made generally, while some are particular to a certain student population.

Redwood and Riverside Campuses

- Reaffirm to staff and faculty that they act as the primary link to students – they represent what RCC is all about more than anyone else and have a profound influence on student attitudes and perceptions. Reaffirm that the students are the "customers" of RCC, the reason we are here, and that our students should know it always.

- Review staffing in Student Services, the bookstore, and the business office during peak times of demand, especially during registration. Add additional staff in the areas where there is need.

- Consider the adequacy of "off-hours" access to student services (such as financial aid, the bookstore, food service, and so on). Offer additional hours in the areas where there is need.

- Expedite implementation of telephone and/or online registration.

- On a departmental basis, reassess demand for classes and class sequences. As resources allow, add additional sections each quarter for the most popular classes, and consider starting some sequences more often than one quarter per year. Consider alternating days/times classes are offered from quarter to quarter.

- Continue to review class schedules with an eye to eliminating conflicts and redundancies.

- As soon as possible, resolve the issue surrounding the articulation agreement for an A.S. degree in Computer Science so that this degree can be offered at RCC. Consider other high-technology degrees that RCC can develop and offer.

RECOMMENDATIONS (cont)

Redwood and Riverside Campuses (cont)

- As resources allow, continue to develop computer science offerings at RCC in light of the future of high technology in the world and the tremendous job opportunities it creates.

- At all faculty and instructional planning sessions, make greater efforts to take into consideration comments on classes, scheduling, and instructor performance made by students.

- Review the adequacy of counselor and faculty advisor availability and current knowledge, especially in relation to information on transfer requirements to four-year colleges.

- In addition to the catalog of classes, investigate ways to ensure that students have thorough information on class content for planning. (Students may not always be aware of the catalog.)

- Review parking availability for students. Especially, review class scheduling in relation to parking availability to potentially reduce demand at peak times (for example, possibly move some classes to "off hours," like Fridays and evenings). In Medford, work with the City to improve the parking situation for students, especially in light of RCC's commitment to an urban campus.

- Review the cleanliness of restrooms on campus. Make adjustments to the janitorial schedules to re-supply and/or clean the restrooms more often if warranted by this review.

RECOMMENDATIONS (cont)

Redwood Campus

- Assess the adequacy of lighting in the parking lots. Review the adequacy of security surveillance in the parking lots, especially at night. Install new lighting and/or increase security services as warranted.

- Review the adequacy of the cafeteria menu, especially with regard to "health food" and vegetarian options. Increase/change menu choices as warranted.

Riverside Campus

- Where appropriate, depending on community needs, expand class offerings at the Riverside Campus to more closely match what is offered at the Redwood Campus.

- Assess the adequacy of lighting on campus streets and in the parking lots. Review the adequacy of security surveillance in the parking lots, especially at night. Work with the City of Medford to encourage installation of new lighting and/or increased security services as warranted.

- Review the adequacy of equipment and software in the computer labs. Upgrade as the need dictates and resources allow.

- Reassess the adequacy of food service on or near campus. Expand food service as the need warrants, possibly through contracts with outside vendors and/or a nearby restaurant.

- As resources allow, continue to improve the student lounge(s).

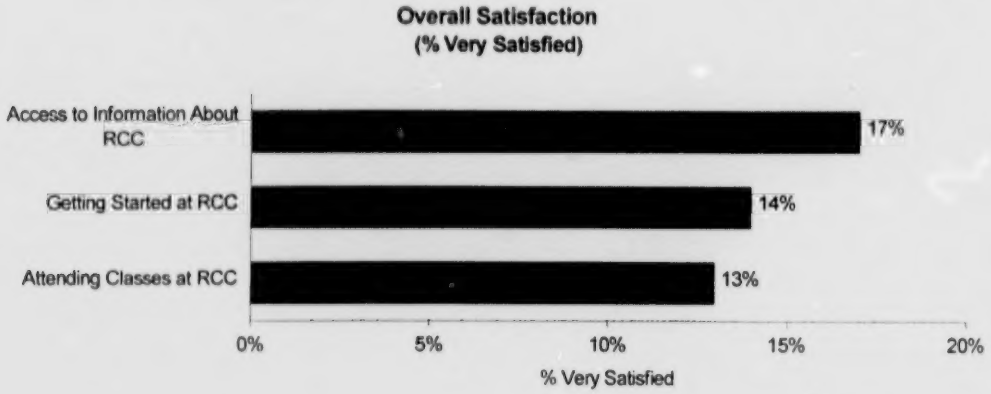
- Encourage the ASRCC to develop and advertise more clubs on campus.

DETAILED FINDINGS

This section of the report provides detailed analysis of findings of the Student Satisfaction Survey conducted at the Redwood and Riverside Campuses during the Winter 2000 term.

Overall Satisfaction

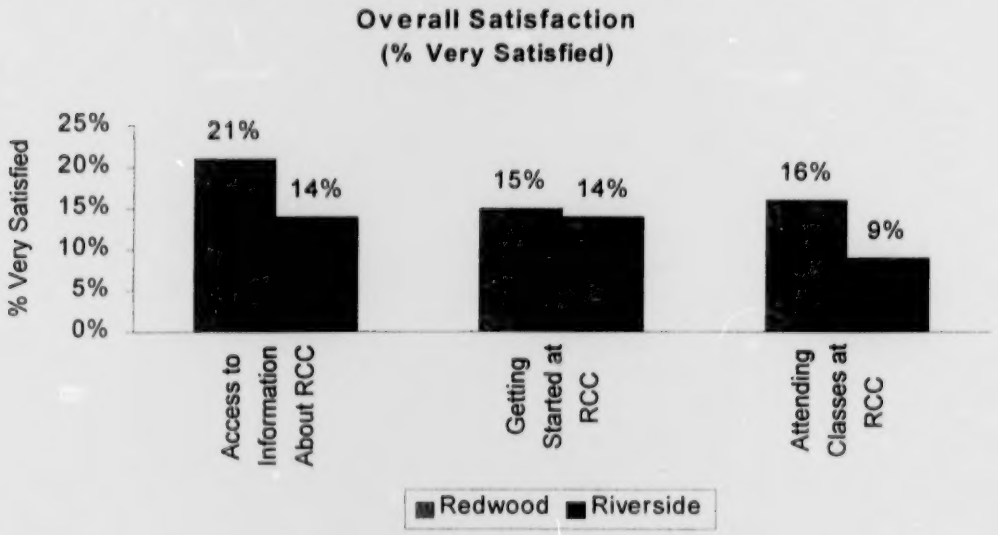
Among all respondents at both the Redwood and Riverside Campuses, students tend to be most satisfied overall with access to information about RCC, followed by getting started at RCC and attending classes at RCC.



DETAILED FINDINGS (cont)

Overall Satisfaction (cont)

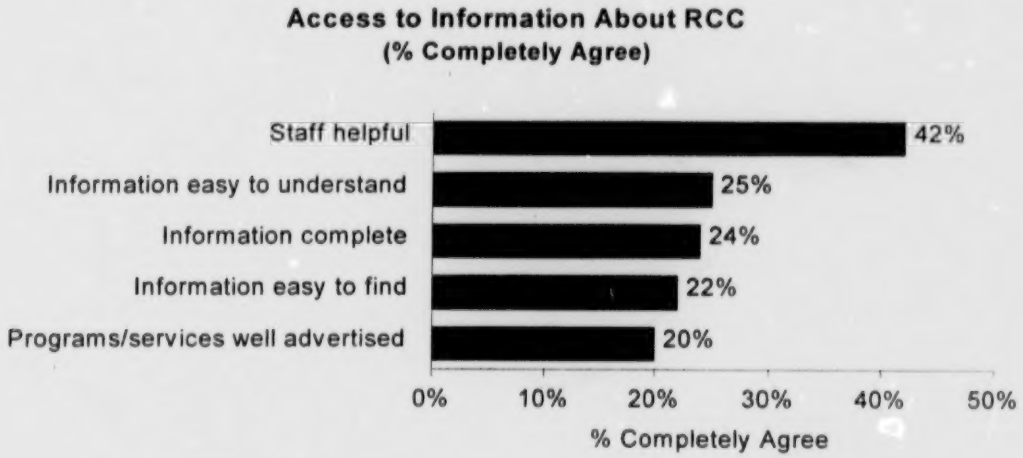
Overall, students who attend the Redwood Campus tend to be somewhat more satisfied than Riverside Campus students with their RCC experience in the areas of access to information, getting started, and attending classes.



DETAILED FINDINGS (cont)

Access to Information About RCC

Across both campuses, the highest-ranking Access to Information attribute is *staff is helpful in providing information*, while the lowest-ranking attribute is *programs/services well advertised*.

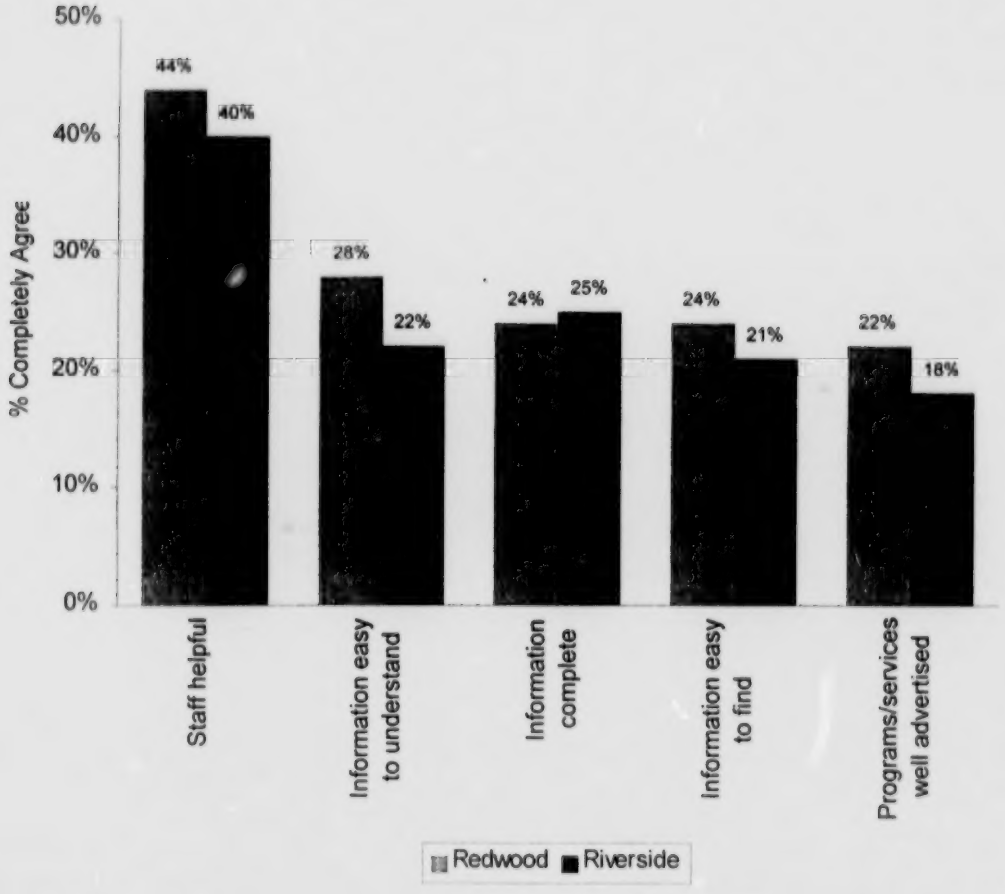


DETAILED FINDINGS (cont)

Access to Information About RCC (cont)

Except for *information complete*, Riverside students tend to report lower levels of agreement on all Access to Information attributes.

Access to Information: RWC v. RVC
(% Completely Agree)



DETAILED FINDINGS (cont)

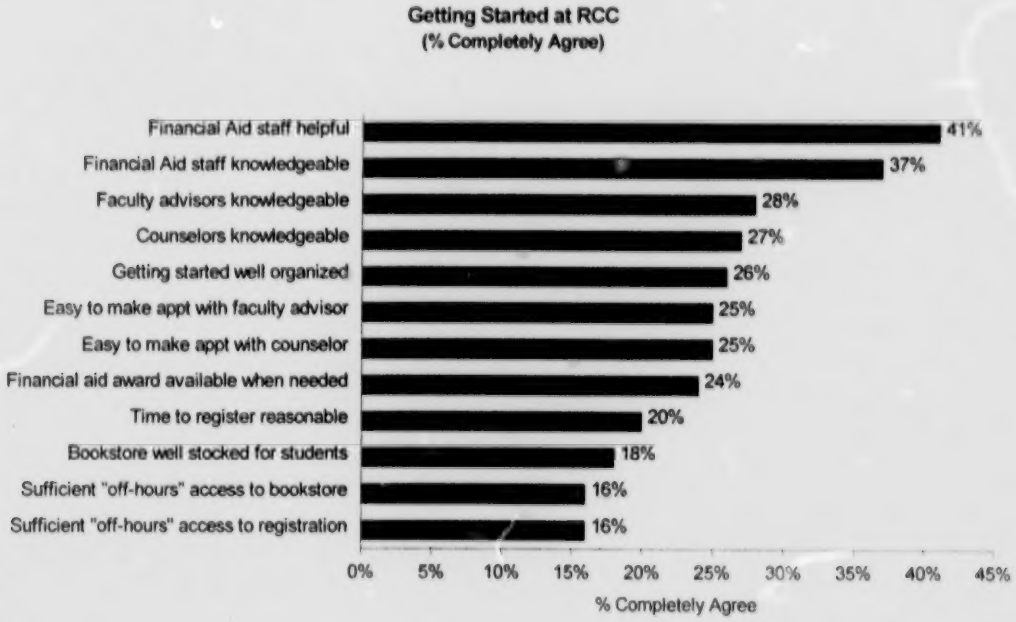
Getting Started at RCC

In general, at both the Redwood and Riverside Campuses, the highest-ranking Getting Started attributes are:

Financial Aid staff helpful
Financial Aid staff knowledgeable about programs

On the other hand, the lowest-ranking attributes are:

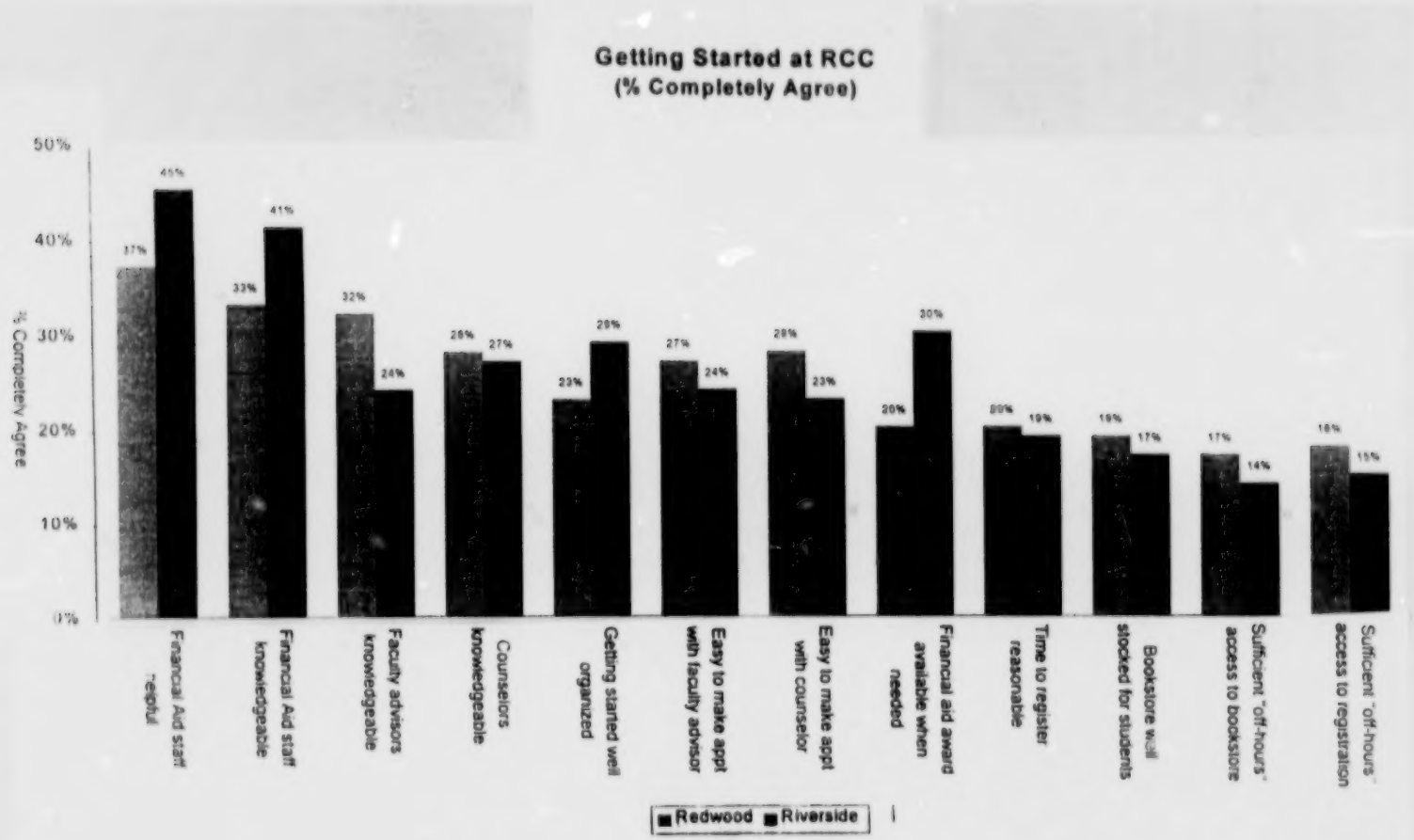
Sufficient "off-hours" access to registration
Sufficient "off-hours" access to bookstore
Bookstore well stocked for student needs



DETAILED FINDINGS (cont)

Getting Started at RCC (cont)

The graph on the following page illustrates that, except for the three *financial aid* attributes and agreeing that the process of *getting started is well organized*, Riverside Campus students generally indicate lower levels of agreement on the Getting Started attributes.


Getting Started at RCC
(% Completely Agree)
% Completely Agree
50%
40%
30%
20%
10%
0%
37%
45%
33%
41%
32%
24%
28%
27%
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Financial Aid staff helpful
Financial Aid staff knowledgeable
Faculty advisors knowledgeable
Counselors knowledgeable
Getting started well organized
Easy to make appt with faculty advisor
Easy to make appt with counselor
Financial aid award available when needed
Time to register reasonable
Bookstore well stocked for students
Sufficient "off-hours" access to bookstore
Sufficient "off-hours" access to registration
Redwood
Riverside

DETAILED FINDINGS (cont)

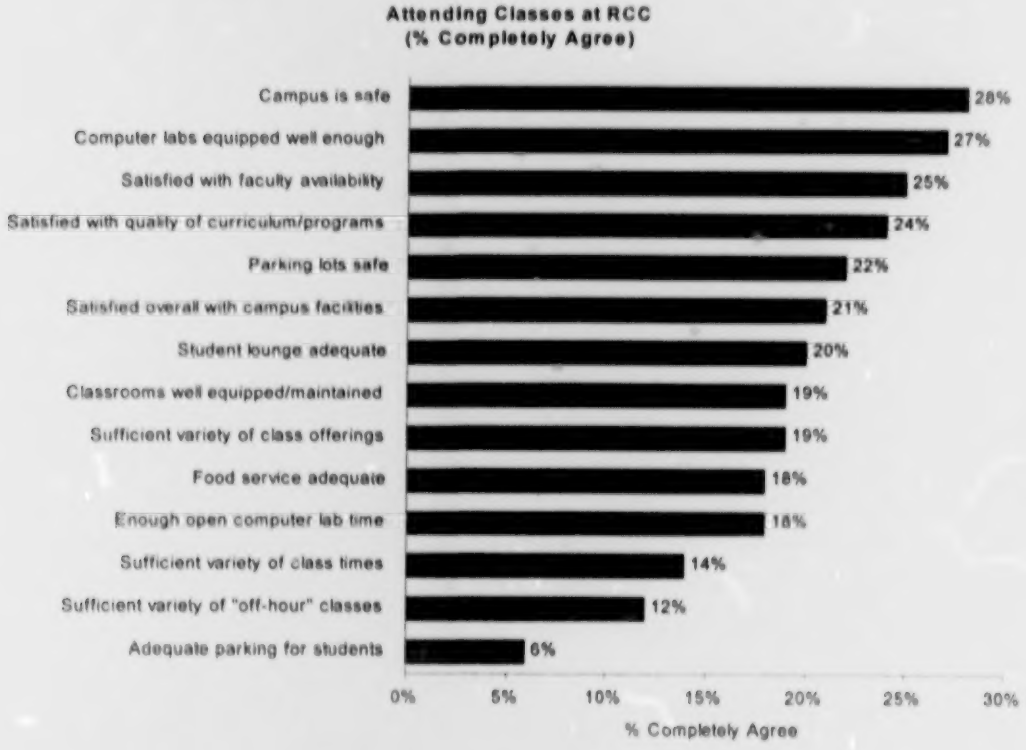
Attending Classes at RCC

The highest-ranking Attending Classes attributes among all students surveyed at the Redwood and Riverside Campuses are:

Campus is safe
Computer labs equipped well enough

The lowest-ranking attributes among these students are:

Adequate parking for students
Sufficient variety of "off-hour" classes
Sufficient variety of class times

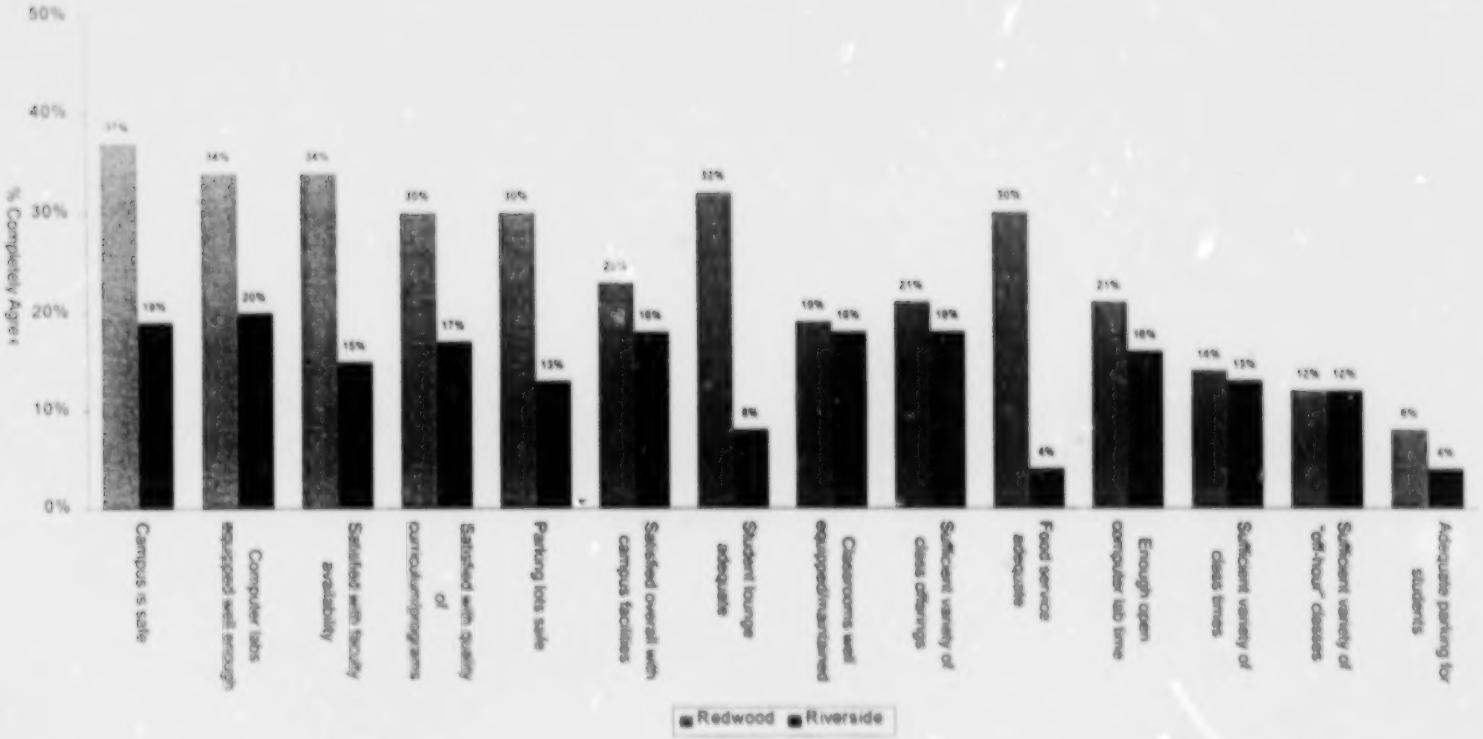


DETAILED FINDINGS (cont)

Attending Classes at RCC (cont)

The graph on the next page shows that Riverside Campus students express lower levels of agreement on all Attending Classes attributes. The discrepancy between the ratings of Redwood and Riverside students is greatest for the attributes of *food service*, *student lounge*, *faculty availability*, and *campus and parking lot safety*.

Attending Classes at RCC
(% Completely Agree)



Appendix A

Representative Verbatim Comments and Suggestions for Improvement

Redwood Campus

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

Many, but not all, students offer written comments. Thus, it is important to put comments in context by comparing what is said with ratings given by all students in a particular area. These comments can provide further insight into reasons for ratings given, and the two – ratings and written comments – go together to paint an accurate picture of student opinion.

Question 3, Access to Information About RCC

General Positive

The service is complete, easy to understand, easy to find, has a helpful staff, and programs are well advertised.

As a Moving On RCC student, I can't express my gratitude enough. Moving On has been such a beneficial resource for information in regard to programs and services available.

Having gone through Moving On, I think I had more information than other students on campus. Information and services are great if one knows who/where to ask/go.

Everything is great!!

No improvements needed.

The television advertisements are quite good.

Staff

Please make sure your people who give information give ACCURATE information. Have been misinformed re financial aid 2x. Initial counselor also did not have accurate info – had to find it for myself.

I have noticed an attitude among some RCC staff members, an attitude of talking down to students, treating students as lessers. I believe that some forget who they work for, where their paycheck comes from. Please take these comments seriously.

The attitude of more of the staff could be that they want to help in the best way they can, that they are there for you, the student.

Staff needs to be a little friendlier. There are no stupid questions.

Question 3, Access to Information About RCC (cont)

More Complete Information/Better Access

I've heard that people that have been going to school for the AS degree in Computer Science are just now being told they won't graduate because you don't even have that degree yet. That seems pretty deceptive.

[More information,] such as how to be involved? Post on more doors with website address?

Needs to be easier to find.

For night-time students, information is tough to come by.

I haven't found a lot of available info on my degree. I was told an updated version for Help Desk would be available soon, but I haven't seen it yet. I was not informed about class sequences and was led to believe I could finish my AS sooner than I will be able to. The changing prereqs have been frustrating. I was told after taking some that I probably didn't need to. I think the prereq situation needs to be stabilized and clarified.

Have a little clearer curriculum lined out for transfer degrees. Suggest students talk with counselors about which classes to take to more efficiently reach goal.

The school advisors need to be better informed about other schools' transfer requirements.

Sometimes it's hard to get enough or complete information on certain classes.

Better descriptions of expectations on some classes. Often when signing up for a Humanities class, they are really like writing classes – not good.

Slightly higher visibility of programs would be helpful to the "new student."

Access to info should be updated or changed with some notification to students (ALL).

Advertise more of ways to help pay for school.

Question 3, Access to Information About RCC (cont)

Telephones

Please have someone answer your phones. Every time I call, I get a recording. It is very impersonal. Sometimes I hold for 10 minutes trying to reach someone I can talk to.

Website

Make websites easier to maneuver through.

Mailings

Mailings should be sent well before they are due back.

Miscellaneous

Surveys on what you can help us with, then individual meetings.

Question 6, Getting Started at RCC

General Positive

Just peachy.

Think it is covered fairly well.

The process seems to work quite well currently.

Counselors/Advisors/Staff

I feel out of the loop often. Counselors are too busy to talk (often). Advisors do not have some of the answers, and one can end up chasing one's tail for the needed info.

Counselors and advisors need to know about four-year transfers more. When I ask questions about transferring, I get a lot of "I don't know" answers.

Counselor had me take a class I wasn't able to use (I should have double-checked).

Counselors should be easier to contact.

I feel the counselors and advisors are here to get paid, not to help the students. Very cold every time I have spoken to one. Placement tests are a joke. I was placed in classes where I received 102-106% in.

I felt like counselors were not open to discussing all options for transfer students.

Eliminate the need for a counselor or advisor signature on registration form. Way too much hand-holding.

Faculty advisors are difficult to find. Financial Aid staff is uncooperative and unavailable. Man at FA desk doesn't seem helpful or knowledgeable.

Question 6, Getting Started at RCC (cont)

Registration

Mail-in registration.

Phone-in registration needs to be implemented – in this day and age, there is no reason to stand in lines and get advisor's signatures in order to register. (Look to other colleges!)

Registering electronically over the phone is a huge timesaver and eliminates much of the effort needed by students to register.

Registration time: If the time slot before is empty, the next available credited student should be allowed to register.

Registration should be faster, and in a covered area.

Registration and payment should be closer together.

Online registration for classes.

Online registration. Online surveys to help with our needs.

Have registration over the Internet so you don't have to stand in line for hours. Have more people working in the bookstore during registration so you don't have to wait another hour to get your books.

Shorter lines in registration.

A non-smokers' line on registration days would be greatly appreciated. This is the only problem I have on RCC Grants Pass Campus, second-hand smoke on the day I register for classes.

Question 6, Getting Started at RCC (cont)

Bookstore/Books

The bookstore should be open a lot more.

The bookstore needs to have more hours in the evening, and they should be better stocked in anticipation for their campus' needs.

Bookstore may need more help during registration time to help "lost" students find books, and the lines during registration take up the whole bookstore, so it's hard to maneuver in the store.

Bookstore and financial aid are sometimes very, very long and lengthy – may consider a second line during those busy times at beginning of terms.

The bookstore should carry Hewlett-Packard calculators.

Bookstore needs work, more clerks or being able to sell books earlier before term starts. Head clerk is obnoxious.

The bookstore needs to change when financial aid students can charge their books, and stock more books!

Prices of books are too expensive – can purchase over the Internet at a lot less expense.

Lower bookstore prices (i.e., like Internet).

Books are too damn expensive. I feel that used books should be sold at 50% of their original worth. Classes are already expensive enough, and the book charge should be more understanding to the student's wallet.

Longer book buy-back.

Question 6, Getting Started at RCC (cont)

Financial Aid

Financial Aid could be more helpful – and office hours during vacation would help.

I had extreme problems with financial aid – RCC had my check for two and a half months before they would give it to me.

Getting student loans needs to be more punctual with cutting the checks to students.

Financial aid information should be more complete in regards to those students who know they will not qualify for grants and are only eligible for loans. It is not known ahead of time that you have to wait to be denied, and then more paperwork and start the process again – a lot of extra time involved and very unclear information.

More information on financial aid would be good, and a criteria for qualifying.

Not happy with Redwood Campus. Medford is great.

Scholarships slowed the process.

When a student must wait until the first day of class to receive their book, tension can be very high.

All I know I was misinformed about my financial aid before I started RCC.

It was very frustrating initially getting started – Kathy Burkey stopped me from giving up! So much "Go to this line – go to that line." Financial Aid and Scholarships have been unhelpful lately – I had to go to Dean of Student Services to get results. Teach financial aid service attitudes.

RCC needs to revise the admissions and financial aid so that it is more efficient and saves money while helping people focus on school (the academic portion). Every time I need help, communication between registration, financial aid and the business office has wasted a LOT of my time and added a great deal of STRESS to my life. They need to be in harmony.

Question 6, Getting Started at RCC (cont)

Orientation/More Help

More orientation dates.

Maybe some encouragement for older returning students – I didn't feel comfortable for a long time because I was insecure around all "those kids." (I'm fine now, thank you.)

As an older student, need to know how to figure out a major. We are working on this in Moving On.

Packets need to be made that encompass the registration and enrollment needs that have to be met by the incoming students.

Not necessary (we are all adults), but a calendar for each student to remind (put in grad packet), i.e., see _____ at ext___. At information desk, after seeing counselor, provide a checkoff sheet with info (computer-generated, i.e., electronics counselor, VA rep, bookstore, etc.).

Someone to explain the process from placement test through going to class the first day.

Off-Hours Access

Like many students, I work a regular fulltime job – more "off-hour" services would be appreciated.

Night classes are just as expensive as day classes, but access to the bookstore, financial aid, cafeteria, etc., is limited. If we could do these things during the day, we probably wouldn't be taking night classes.

Tuition

Tuition is getting too high. It has gone up $10 per credit since I started.

Question 9, Attending Classes at RCC

General Positive

The instructors are very encouragetic [sp] and wonderful here. They have helped me to realize my potential.

Linda Wagner, A+.

Food service is great!

Class Variety

A wider range of class types within a given subject – for example, philosophy and music. More options for art classes.

I needed a Technical Writing 122 [WR122] class this Winter term to go with the Research and Development class. I believe it was to the students' disadvantage to not offer 122 tech writing.

There was a problem expressed by many students in the electronics program in that a tech writing course was available for WR121, but not WR122 the next term when most electronics (2nd year) needed it.

If you have a WR121 Technical one term, have 122 Technical the next. I took 121 Tech and had to take a 122 regular, and I am lost and/or having problems doing it.

Offer more foreign language classes.

I would like to see more psychology classes offered. More fitness classes – different times for aerobics, step aerobics.

Needs to be more variety of Criminal Justice classes.

Would like an afternoon Tai-Chi class. I would have liked choir class to be a challenge to help prepare me for a future singing career.

Question 9, Attending Classes at RCC (cont)

Class Schedules

More classes and more after-hours. Need more parking!

More evenings.

Pre-nursing classes are very difficult to fit into a work schedule.

There needs to be a larger variety of class times so students are able to fit the classes they need into their schedule.

Need more possibilities for classes; they fill up too fast, and you can't get another.

Classes fill up too quickly, and some sequence courses are only offered once a year (so if you miss a class because it is full, you may have to wait til next year). More variety of classes. Not just one class at one time, but an art class, or biology, etc., class offered a few different days and times!

There should be varied times when classes are offered. It seems like all the classes I want are usually during the same time period.

Classes should be offered at more times.

Several classes are only offered once in a year, like BI212 in the Winter term – to fit Nursing students' regimens, some students would take it in spring after Chem104 and BI211. There are many classes that are offered like the one mentioned. It makes it difficult to complete all requirements and needed electives. Need more parking space and open lab in Coates Hall.

The campus is great. I would like to see more class options as far as time scheduling. Being able to take the beginning of a sequence in fall doesn't work well.

It would be nice to have the opportunity to take classes like math more often in the day, or to start sequential courses other than once a year.

Question 9, Attending Classes at RCC (cont)

Class Schedules (cont)

I'm not real pleased that some of the classes that I'll need to graduate won't be offered until Spring 2001. I've been here, with a fulltime student class load, for six terms – and still need to go four more terms. (Hightech Studies, "Welding" major.)

Some classes are only offered one time a year. This makes it difficult to have an easy schedule.

If the schedules change, we should be told, instead of going to the wrong classroom.

Classes need to end on time.

Telecourses

Make all staff knowledgeable as to telecourses. It was weeks into the term before I even learned of an orientation.

I am concerned with the fact that, at times, to be able to complete requirements, it is mandatory for a student to take a telecourse, and I feel that my needs are not met by telecourse classes. I also feel it is unfair to charge full price for credits in a telecourse, when you have to teach yourself.

Faculty

There should be a wider variety of teachers for one course.

I would like to see more teacher evaluation forms and processes.

Library

Library should be open (as well as computer labs) on Sundays.

Question 9, Attending Classes at RCC (cont)

Safety

The parking lots aren't safe – I've had a "gang" of girls jump out of bushes in the dark twice, warning me I'm "dating the wrong guy."

Cars get broken into at Redwood – maybe more security?

Need better lighting at night.

More lighting in parking lots.

More lighting in parking lots, and more spaces.

Parking lots better lit.

The parking lots are not well lit at night. It is scary to walk to your car at 9:30 at night.

More parking and more lighting in the walkways.

Parking

Parking – that's a whole other page! ☺

I've had to skip class because there was no parking, and the nearest parking would've made me too late. This is a huge problem.

Parking at the north end of the campus needs expansion. People are squeezing their cars into anywhere possible. It is almost like a rat race to find a parking space in the morning.

Parking, parking, parking. It is not agreeable to have to park on the "back 40," and not in my opinion safe, especially since some of the parking slots are in the roadway.

We REALLY need more parking!!!

We do need more parking during high traffic times, 10 AM – 2 PM. Clear out a few more trees, and expand the parking lots!

Question 9, Attending Classes at RCC (cont)

Parking (cont)

There should be a parking garage or at least more parking. Take out some trees to get more parking. More Medford classes should be scheduled so they can be taken in GP. I wish the "intro to Cardio Pulmonary" class was taught in GP instead of my having to drive to Medford.

Possibly add a multilevel parking lot. However, do not cut down more trees to pave more area.

Food Service

More meals in cafeteria for vegetarians.

I think it would be much better to have a salad/baked potato bar than a nacho bar. Vegetarian variety is lacking.

Vegetarian food in the café would be nice.

Need organic and natural food in cafeteria. The current selection is inadequate.

More and healthier variety of foods in cafeteria.

I think it would be nice to have more variety in food choices.

The food is getting old. Change the menu.

The cafeteria has stopped putting lettuce in the tuna fish sandwiches, and they still charge the same.

Dutch Bros would be awesome!

I think that there should be a Dutch Bros stand. That way we would all be awake.

It would be nice to have a coffee vendor on both sides of the campus. Breaks are short.

Question 9, Attending Classes at RCC (cont)

Facility

The campus needs more telephones in more locations.

Not enough pay phones located around campus.

More phones.

Make a lounge that is not the center walkway of the students. Enlarge computer labs and schedule more free time. I need a computer everyday and never get to have access because there is a lack of computers and hours.

This is important. There are signs in front of each building with the ID of that building. Each door needs a label of some kind so we don't have to circle the entire building, then go out to the sign to figure out which building is which. Thanks.

Not enough tables in the Learning Center.

We need benches outside the doors of all the buildings. There aren't very many places to sit outside. The study center is the only place on campus I know of to sit outside.

I noticed that I sometimes get tired in class, but am revived when I'm outside in the air. I wonder if it's the lights. Of course, full-spectrum lights would be too expensive. Once we tried to open a window, but were unable. Perhaps two windows that opened for air would help. Bars could be put over those windows if safety is a concern.

For the Moving On "Monday morning club," there needs to be more places for people to sit.

All the money should go to buying little trash cans in the classrooms.

More gym time facilities. $5 a term is nothing.

Synchronize clocks in classrooms.

Question 9, Attending Classes at RCC (cont)

Restrooms

Restrooms need more attention on a regular basis.

Bathrooms are not always clean.

Cleaner restrooms.

Library bathroom is not the best one on campus (FYI).

Restrooms in Student Center are very dirty.

I wish there was a restroom in every building.

Better toilet paper.

You need double-ply toilet paper.

Should have a place for resting – a separate room.

Miscellaneous

I believe that the curriculum needs to be reevaluated. For example, I don't feel as though my World Literature knowledge is going to improve my business skill. Knowing who Eliduc's mistress was isn't going to make me a better accountant.

Make it easier for students to attend the classes they want. We're spending our own money and are not in high school anymore. I had to take an English class because of my placement test, which I had to drop because it was too hard for me. I couldn't take WR115, like I wanted, because of policy. Please don't act like we're children.

This school needs a finals week.

Question 10, General

General Positive

The tutoring center is excellent!

Good job, college.

I'm glad I have the opportunity to come here.

I'm enjoying taking these classes, and maybe I will be able to get a scholarship and proceed on. Everyone has been helpful.

No suggestion for improvement at this time. Moving On is a wonderful program – super instructors!! I am so thankful that I am in the Moving On. I'm finding out who I am and what my options are for my career future.

I am so thankful for the Moving On program! For it sure is helping me to move on with my life! ☺

Rene's class is awesome. She is very helpful with a lot of different things.

It works for me.

I came from a large community college in So Cal and have found RCC rather enjoyable. I think the teachers are well educated and very personal. There are a lot of nice qualities. The computer labs are wonderful.

I tend to favor the Grants Pass campus over Medford even though it is a longer drive for me. I live in Central Point.

Most of my gripes lie with the administration side. You have some of the best instructors I've taken classes from.

Question 10, General (cont)

Miscellaneous

When deciding my major, I was encouraged that the learning I would receive would get me a good job. After 1-1/2 years of school, I feel misled, and the knowledge I have gained is too broad. Maybe this is all a 2-year degree can offer, but I am dissatisfied. At this point, I am finishing my program just to finish it. I will not be going into my field I majored in. I am satisfied with the experience, just not with the curriculum.

Faster login time. (I can log into Southern in as little as half the time.) No firewalls. Bookmarks that are saved on the account.

We students are appalled about replacing asphalt for concrete, grass for greener grass, and an H_20 fountain (where no one has classes). We NEED parking spots, roofs from one building to another for rainy days, and most of all, cheaper books that will be used again so they can be bought back.

Registration and parking problems are, in my opinion, in need of attention.

Reduction in book charge and parking lot expansion! Thanx for asking.

I do NOT like having graduation at 9:00 AM. Some of my friends and relatives cannot come, and Seventh Day Adventists cannot attend because it is their Sabbath.

Appendix B

Representative Verbatim Comments and Suggestions for Improvement

Riverside Campus

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

Many, but not all, students offer written comments. Thus, it is important to put comments in context by comparing what is said with ratings given by all students in a particular area. These comments can provide further insight into reasons for ratings given, and the two – ratings and written comments – go together to paint an accurate picture of student opinion.

Question 3, Access to Information About RCC

General Positive

Keep up the good work.

I found that access to information, in a usable form, was best acquired when I asked. Staff is VERY helpful. My ability to digest info from printed sources is limited as well.

Any information I might need is addressed quickly and completely.

Brenda rocks!

Brenda in Financial Aid is the best worker RCC has.

Some helps come by word of mouth.

Staff

The college needs a bilingual operator.

Brenda is extremely helpful with information about aid (others could use more training), and Gia is very helpful with access to all info about RCC. More staff with such high knowledge would be useful (better training?).

People in B Building are not polite at all!

People in RCC student help center need to be more helpful and polite. They look at you like you're stupid most of the time.

Find people that know what is going on.

Would like counselors to scrutinize coursework more carefully/knowledgeably with regard to transfer degree.

I am trying to transfer to a four-year college so I can get a bachelor's. I am still unclear on the steps I need to take. I could not get clear info on how to go about doing so.

Counselors with more knowledge about curriculums on 4-year universities on the West Coast. Come on, people, let's get more educated! We are…

Question 3, Access to Information About RCC (cont)

Staff (cont)

Need staff specifically trained in expertise of individual areas, like curriculum, advising.

Staff is not very helpful.

More Complete Information/Better Access

Have available in more locations.

People shared different information regarding registration in the summer. This was confusing, and I then chose not to take a class. I was disappointed and frustrated. Parking info was not shared. Where are the restrooms?

Some of what's offered at RCC I didn't find out about until recently, and I'm in my third term.

Have the brochures of each course of study out so students can obtain them without seeing a counselor.

Write overall class subject matter in schedule book.

Class info needs to be posted more.

Better descriptions of class content.

Very difficult to get direct questions answered in a timely manner, either in person or by phone.

It would be nice to know what kinds of clubs are out there. If we have any?

Telephones

It is very hard to get hold of anyone on the phone.

Post hours of services in the registration guide. It's frustrating to call and get machines.

Automated FAQ phone number.

Question 3, Access to Information About RCC (cont)

Website

Update the webpage frequently, and ensure the webpage is consistent with catalog and/or classes.

Miscellaneous

It needs work on a more professional basis.

Question 6, Getting Started at RCC

General Positive

I found people were very helpful – gracious.

I doubt that I could improve the process any.

Overall, pretty well run.

As a late register, I was able to get the 12 credits I needed, and it was fairly easy.

The counselors at RCC are by far more understanding and helpful than the counselors at SOU. Thank you, counselors!

Counselors/Advisors/Staff

Each counselor gives me a different suggestion or different facts!

Sometimes it is difficult to get a hold of counselors.

Making appointments with counselors: I made formal appointments and got stood up twice. Then the record of me checking in at the ACCESS center was erased by the computer.

Counselors down the hall from registration are basically a waste because they are usually rude. They tell you to go to talk with your advisor, but what if you need quick help, and your advisor is not available?

I think our counselors are very misinformed about many programs.

I came to RCC two years ago and talked with a counselor and told her I'd like to go back to school, but I didn't have a path. She didn't tell me about Bright Futures or sign me up for any other program. That was disappointing at the time.

Advisors are useless – try to make you take lower-level classes.

The advisors need to be easier to get hold of.

Faculty advisors do not always understand the best course of study for the student and often are concerned with filling higher-level courses that their department offers.

Question 6, Getting Started at RCC (cont)

Counselors/Advisors/Staff (cont)

Some faculty advisors are rude, and they don't seem very interested in the students' needs.

I was in the registration area to ask about graduation qualifications and transcripts, and the "records" lady was very curt and unhelpful. I felt belittled by the way I was treated. The lady seemed like my questions were wasting her time, and that I should have already known about requesting transcripts from other schools and which forms to fill out.

The registration staff and Financial Aid staff would be more helpful if given training on how to access programs such as Phi Kappa Gamma.

They need to be more helpful.

I had one problem with the cashier's office about my high school graduate rebate.

Registration

I would like to see telephone registration made available.

Phone registration would be an awesome tool for students and registration staff. It worked great at my previous college.

We should be able to register by phone.

Registration should be by telephone registration.

Registration online.

Have more staff on hand during registration.

I had to stand in line three times to register. The first time, the woman had me in two classes at the same time. So I had to get in line again. Then I had a class I didn't need and had to stand in line again!

Perhaps more staff in Building C, more registration people. Whenever I go in, everyone is gone or on the phone.

Question 6, Getting Started at RCC (cont)

Bookstore/Books

The start of winter and the opening of the bookstore were a disaster – open the bookstore before the first day of class. The bookstore on the first day of class was a nightmare I hope not to repeat.

Not enough help in the bookstore during transition time at the beginning of the term.

Books not being available for the first day of class is extremely bad!

The bookstore was too small and not enough cashiers.

Bookstore at Riverside Center is too small.

I never got my book on time. They have not called me yet.
The bookstore is really crowded on the first day or week of school. Something should be done to speed up time in bookstore.

The bookstores and testing rooms are closed a lot.

Bookstore seems to be closed many off hours for "inventory."

Lower the cost of books. They are outrageously priced!

Book buy-back is horribly unfair.

Financial Aid

The Financial Aid office at Riverside treated me in a very condescending way.

Have financial aid ready earlier for book buying.

There are many times I have gone to Financial Aid for help because financial aid center has not received my paperwork. There was no help or extra papers to fill out. I really want to go to college, and it seems like I can't because of money and financial help doesn't really care.

Financial aid administration is terrible.

Question 6, Getting Started at RCC (cont)

Orientation/More Help

When I first wanted to enroll, it was difficult and confusing about all the steps necessary to begin classes.

Need more personal evaluation and involvement for career direction and advising.

If anyone comes in the door and has no direction or weak direction, they should be rushed into Bright Futures.

Miscellaneous

Accessing all information online, including appointments with advisors, instructors, etc.

Question 9, Attending Classes at RCC

General Positive

Classes are great. Instructor (Fullmer) knows the subject well.

Fullmer is awesome. Seyboldt is awesome.

I am feeling very comfortable with the class I am taking due to the teacher's humor and kind, caring attitude towards his students. Attitude is everything.

Great one-on-one teacher help!

I believe that all the staff and teachers are the greatest. They are very helpful and overall do an excellent job helping or teaching me. Thank you all so very much for all your help and support while I've been here.

I am very satisfied with the quality of computer graphic instruction.

I like your computer graphics program. It appears better than what's available at SOU.

Computers are up to date – fast and easy to access.

I'm happy with the staff and classes.

I love being able to take classes at SOU as well as at RCC.

Computer labs, telephones, and ATMs are great.

Thank you for the parking next to the E Bldg! Would really help to pave and stripe it though.

Class Variety

More classes needed at Medford campus – commuting to Grants Pass is unacceptable.

There could be more classes offered at RVC that are offered at the main campus.

The classes offered at the Riverside Campus make it very difficult to take transfer-level courses and are geared more towards 2-year programs.

Question 9, Attending Classes at RCC (cont)

Class Variety (cont)

We need more variety in classes and certificate programs offered.

More languages taught.

More art supplies are needed, more art classes as well.

Need sports.

We desperately need active sports at RCC.

More physical fitness classes.

We need more physical education classes. I would like to see a choir or music class started. ☺

We need Math 211, 212, and 213 brought to Medford campus. And geology and more science classes.

There are not enough classes to satisfy the needs of computer information systems majors!

More computer classes needed.

Class offered for server use and control.

More advanced computer classes, such as Visual Basic 3 (possibly COM or other advanced portions), Visual C++, etc.

It would be great to offer more nursing classes in Medford and offer nursing facilities.

It would be nice if there were some programs with morning and evening classes. For example, RT program, there should be evening classes.

Question 9, Attending Classes at RCC (cont)

Class Schedules

Get schedule out early so students can have more time to set up schedule.

I'd like more evening classes for working students.

Not enough classes are offered on Tues/Thurs (for moms who need to pay for childcare and can't afford to go to school everyday).

The same classes (ex, science) are always offered at the same exact time. Need to have classes at more time slots, not just the same one.

I wish more classes were offered at different times. Span 202 was only offered at one time this term here!

Driver's Ed classes start after the bus stops running. How do I get there?

Faculty

Faculty needs to be more willing to sit down and explain things to the students' understanding.

I have enjoyed my time at RCC. However, I am very dissatisfied only because of the following reason: I took A&P last term. I felt that it was a waste of my time and money. I feel that the students in this class should get their $ back. The teacher wasn't qualified and is no longer teaching the class. We should not be penalized as a result of poor choice of teachers!!!

We need more tutors at the study hall.

I have a hard time understanding instructor or tutors.

There are a lot of people making noise when the teacher is talking in class. It's hard to hear the teacher when there is so much commotion and distractions in class.

I feel there is a lot of favoritism coming from the teachers, and I feel that everyone deserves equal rights and grades if they put out achieving effort.

Question 9, Attending Classes at RCC (cont)

Faculty (cont)

Less homework and more information from the teachers in class. Less group projects and more choices about what is adequate for personal learning for individual grades.

Teachers should be more understanding if you're very sick, and should work with you on makeup tests, because if they are sick and take two days off, I miss time to understand info in class, and I'm paying for this education. I feel they should work things out instead of being so harsh and unable to compromise when situations are uncontrollable.

Where did you find some of these teachers regarding general education?! Man, oh man – they're out there alright.

Computer Lab

Need faster computers, more time to access computers.

Very difficult for graphics students to find open lab time in the graphics labs – using the other labs is possible, but computers are too slow for large files and applications!

More and better computers and open lab time.

Off-hours time for computers.

The computer labs are so full that there isn't any free time or computers to work on projects.

Upgrade computer labs to faster systems.

Computer in lab for Medical Manager class are disgraceful. Too slow and nothing can do about it.

Computer labs are in need of more thought as to scheduling. And for God's sake, let's pick up the speed. Two hours to move a graphic from one part on the page to another is horrible!!

More funds for better labs and another graphics lab.

Zip drives are needed in all computers, not just one per room.

Question 9, Attending Classes at RCC (cont)

Library

Need more access to readily available books, periodicals, and such things. We need a library.

RCC (Medford) needs a larger library so students have access to information for reports, etc.

A real library is necessary.

Better library – off-hours time for library.

If feasible, have the librarians staffing the library more often. They are very helpful to me.

Crowded in RVC library and learning center.

Safety

The parking and area of the classes in Medford is very unsafe. Also not to mention not well lit.

Late night classes should have closer parking. Parking is still difficult to find.

Parking lots not safe at night.

Unsafe parking lots.

Light the parking lots.

The streets need better lighting!

Parking

I believe that the ASB could organize and bid for the parking in Medford used by businesses that is leased quarterly.

Construction of 3-level parking areas located at A, C and E Buildings. You may lose students due to parking problems.

I have a job, and it's hard to get here early enough to find parking.

Question 9, Attending Classes at RCC (cont)

Parking (cont)

Parking on weekdays from 9:00 AM to noon is hardly possible.

Parking is impossible if you have classes all day. Parking has to be the worst part about going to RCC.

After three years of attending at this campus, I must say parking still SUCKS!! I know downtown is busy, but parking should be a consideration BEFORE building more classrooms.

Please, please, please do something about parking. It isn't right for students to have to move their cars every two hours when classes are so close together. Who really wants to leave class, move their car 750 feet, and then walk all the way back?

Having to move a car every few hours disrupts classes.

We still need to get more student parking lots for the Medford campus so we don't have to move our cars constantly.

Get the City to change the one-hour zones to two. That would solve a lot of the parking problems.

Could use some three-hour public parking closer than behind Hubbards.

The parking is my main concern. Sure, some days are better than others, and some days I drive around for quite awhile.

Need longer parking times and more parking spaces. I have to drive to school because I live in Eagle Point, and it is hard to move my car when I have classes all day long.

Provide better parking. Mainly at Riverside. the city seems to single out the students as a good source of revenue by constantly issuing parking tickets.

Question 9, Attending Classes at RCC (cont)

Food Service/Student Lounge

I would like to have more healthy food available, salads, etc.

Please build a cafeteria.

A real cafeteria would be nice.

The Medford campus needs something more than a coffee stand in the "student lounge," and it smells funny.

A place to eat would be fantastic! The coffee cart and vending machines just don't cut it, and it is too expensive to eat out everyday.

We need more food. the espresso bar is completely worthless unless it gets more food.

Need to have more availability to food services, other than vending machines.

Vending machine.

Riverside Campus has no real food services for students.

No place to eat nearby – walking distance.

A food service place would do really well at RCC in Medford.

I would like to see the food court improved, with more variety of things to eat.

There needs to be more seating in the student lounge.

Lounge needs 2-B larger, w/ the availability of food.

Facility

Not all equipment in the classrooms works.

Need more pay phones and vending machines – E has none.

There aren't phones in E Bldg, and that makes it frustrating.

Question 9, Attending Classes at RCC (cont)

Facility (cont)

Some awnings covering pathways between classes would be nice.

We need a gym like GP campus.

It would be nice if our classroom lights dimmed.

The cleanliness of the school can be improved in these areas: bathrooms, hallways, in front of buildings, computers.

Restrooms

Sometimes the women's restrooms are unclean, and have wet floors.

Staff bathrooms – come on! What is this, the White House?

Miscellaneous

There needs to be a way to catch up if, and when, you fall behind.

Students need to know more about the holistic exam before they register for English.

I'm transferring to Clackamas CC; Portland area offers more distance learning. (The move is prompted more by low wages in So. Ore.)

Age-classified teaching. Adults returning to school separate from new students (straight from high school).

Minimum attendance for classes. I feel my particular class is being held up by other classmates poor attendance.

Question 10, General

General Positive

Overall, RCC is doing a fine job.

Thanks.

Thanks so much for being here.

I have been very warmly received at RCC and am very pleased.

RCC has been helpful in getting me on my way. The staff is very friendly and helpful. I have always been made to feel comfortable and at ease. I am glad I started with RCC.

In general, RCC is a great college, and I am grateful it is here in Medford. I know that things will get better with time.

Miscellaneous

This school has been terrific for my needs – 57-year-old returning student. However, four weeks into the quarter, today I am finally being allowed to meet the coach I requested for A.D.D. It is scary to think that help takes so long. I'm surviving, but with great stress…

Warmer climate?

Please improve parking, computer lab access, and cleanliness.

Better service.

Get a better place to hang out. Start a bunch of clubs.

No trees, grass. Socialization is a weak minimum.

Campus is a dump. I have never been to a school with no trees, no socializing among students. Build a scenic campus.

I would like to see an overall improvement on the look and style of the campus.

I think with how much land in the Medford area, that we should actually have a real campus.

Question 10, General (cont)

Miscellaneous (cont)

Maybe a more college-like campus.

It would be great to have a real campus with more facilities.

It would help to have daycare available on the Jackson County campus.

Enforce no drinking/eating in class, or remove signs.

A little too much class time wasted with bureaucratic stuff like this survey.

Appendix C

Data Tables
Redwood and Riverside Campuses

Overall Satisfaction with Access to Information, Getting Started, and Attending Classes – Questions 2, 5, and 8

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Answer	Mean
2	Access to information about RCC	17 %	55 %	22 %	6 %	- %	- %	3.8
5	Getting started at RCC	14	56	21	7	1	1	3.8
8	Attending Classes at RCC	12	56	22	5	1	3	3.8

Summary of % Completely Agree		**Very Satisfied**
2	Access to information about RCC	17 %
5	Getting started at RCC	14
8	Attending Classes at RCC	12

Summary of Means		**Mean**
2	Access to information about RCC	3.8
5	Getting started at RCC	3.8
8	Attending Classes at RCC	3.8

Access to Information About RCC – Questions 1a-1e

	Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
1a Information about programs/services complete	24 %	39 %	28 %	7 %	1 %	1 %	3.8
1b Information about programs/services easy to understand	25	42	26	6	2	-	3.8
1c Information about programs/services easy to find	22	39	28	7	4	-	3.7
1d RCC staff helpful in providing information	42	39	13	5	2	-	4.1
1e Programs/services well advertised	20	37	33	8	3	1	3.6

Summary of % Completely Agree	Completely Agree
1d RCC staff helpful in providing information	42 %
1b Information about programs/services easy to understand	25
1a Information about programs/services complete	24
1c Information about programs/services easy to find	22
1e Programs/services well advertised	20

Summary of Means	Mean
1d RCC staff helpful in providing information	4.1
1a Information about programs/services complete	3.8
1b Information about programs/services easy to understand	3.8
1c Information about programs/services easy to find	3.7
1e Programs/services well advertised	3.6

Getting Started at RCC – Questions 4a-4l

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
4a	Process for getting started well organized	26 %	47 %	22 %	4 %	1 %	1 %	3.9
4b	Counselors knowledgeable in many areas	27	35	26	9	2	1	3.8
4c	Faculty advisors knowledgeable in many areas	28	39	26	5	2	1	3.9
4d	Easy to make appointment with counselor	25	36	27	8	3	1	3.7
4e	Easy to make appointment with faculty advisor	25	37	26	7	2	3	3.8
4f	Length of time to register reasonable	20	35	26	12	7	1	3.5
4g	Sufficient "off-hours" access to registration	16	30	35	14	3	3	3.4
4h	Financial Aid staff knowledgeable about programs	35	27	24	6	3	6	3.9
4i	Financial Aid staff helpful to me	38	19	26	6	4	7	3.9
4j	Financial aid award processed/available when needed	22	19	33	7	10	8	3.4
4k	Bookstore well stocked for student needs	18	37	26	13	6	1	3.5
4l	Sufficient "off-hours" access to bookstore	15	28	34	13	9	1	3.3

Getting Started at RCC – Questions 4a-4l (cont)

Summary of % Completely Agree		Completely Agree
4i	Financial Aid staff helpful to me	38 %
4h	Financial Aid staff knowledgeable about programs	35
4c	Faculty advisors knowledgeable in many areas	28
4b	Counselors knowledgeable in many areas	27
4a	Process for getting started well organized	26
4d	Easy to make appointment with counselor	25
4e	Easy to make appointment with faculty advisor	25
4j	Financial aid award processed/available when needed	22
4f	Length of time to register reasonable	20
4k	Bookstore well stocked for student needs	18
4g	Sufficient "off-hours" access to registration	16
4l	Sufficient "off-hours" access to bookstore	15

Summary of Means		Mean
4a	Process for getting started well organized	3.9
4c	Faculty advisors knowledgeable in many areas	3.9
4h	Financial Aid staff knowledgeable about programs	3.9
4i	Financial Aid staff helpful to me	3.9
4b	Counselors knowledgeable in many areas	3.8
4e	Easy to make appointment with faculty advisor	3.8
4d	Easy to make appointment with counselor	3.7
4f	Length of time to register reasonable	3.5
4k	Bookstore well stocked for student needs	3.5
4g	Sufficient "off-hours" access to registration	3.4
4j	Financial aid award processed/available when needed	3.4
4l	Sufficient "off-hours" access to bookstore	3.3

Attending Classes at RCC – Questions 7a-7n

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
7a	Sufficient variety of class offerings for my needs	19 %	44 %	18 %	15 %	3 %	- %	3.6
7b	Sufficient variety of class times to fit my schedule	14	36	26	17	6	-	3.3
7c	Sufficient variety of "off-hour" classes to fit schedule	12	37	34	10	4	3	3.4
7d	Computer labs equipped well enough for my needs	26	32	29	6	4	4	3.7
7e	Enough open computer lab time available	18	33	30	8	8	3	3.5
7f	Satisfied with availability of RCC faculty	24	43	25	6	1	2	3.9
7g	Satisfied with quality of curriculum/programs at RCC	24	42	24	8	2	1	3.8
7h	Food service adequate for student needs	17	23	24	13	18	6	3.1
7i	Student lounge is adequate for student needs	19	24	31	12	10	5	3.3
7j	Campus is safe	28	45	20	4	2	1	3.9
7k	Parking lots are safe	22	36	26	6	8	2	3.6
7l	Adequate parking for students	6	12	16	19	46	1	2.1
7m	Classrooms well equipped and well maintained	18	46	24	8	1	2	3.8
7n	Satisfied overall with campus facilities	20	43	26	7	3	1	3.7

Attending Classes at RCC – Questions 7a-7n (cont)

Summary of % Completely Agree		Completely Agree
7j	Campus is safe	28 %
7d	Computer labs equipped well enough for my needs	26
7f	Satisfied with availability of RCC faculty	24
7g	Satisfied with quality of curriculum/programs at RCC	24
7k	Parking lots are safe	22
7n	Satisfied overall with campus facilities	20
7a	Sufficient variety of class offerings for my needs	19
7i	Student lounge is adequate for student needs	19
7e	Enough open computer lab time available	18
7m	Classrooms well equipped and well maintained	18
7h	Food service adequate for student needs	17
7b	Sufficient variety of class times to fit my schedule	14
7c	Sufficient variety of "off-hour" classes to fit schedule	12
7l	Adequate parking for students	6

Summary of Means		Mean
7f	Satisfied with availability of RCC faculty	3.9
7j	Campus is safe	3.9
7g	Satisfied with quality of curriculum/programs at RCC	3.8
7m	Classrooms well equipped and well maintained	3.8
7d	Computer labs equipped well enough for my needs	3.7
7n	Satisfied overall with campus facilities	3.7
7a	Sufficient variety of class offerings for my needs	3.6
7k	Parking lots are safe	3.6
7e	Enough open computer lab time available	3.5
7c	Sufficient variety of "off-hour" classes to fit schedule	3.4
7b	Sufficient variety of class times to fit my schedule	3.3
7i	Student lounge is adequate for student needs	3.3
7h	Food service adequate for student needs	3.1
7l	Adequate parking for students	2.1

Appendix C
(cont)

Data Tables
Redwood Campus

Overall Satisfaction with Access to Information, Getting Started, and Attending Classes – Questions 2, 5, and 8

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Answer	Mean
2	Access to information about RCC	21 %	52 %	24 %	4 %	- %	- %	3.9
5	Getting started at RCC	15	56	18	8	1	1	3.8
8	Attending Classes at RCC	15	57	20	4	1	3	3.9

Summary of % Completely Agree		**Very Satisfied**
2	Access to information about RCC	21 %
8	Attending Classes at RCC	15
5	Getting Started at RCC	15

Summary of Means		**Mean**
2	Access to information about RCC	3.9
8	Attending Classes at RCC	3.9
5	Getting started at RCC	3.8

Access to Information About RCC – Questions 1a-1e

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
1a	Information about programs/services complete	24 %	42 %	23 %	9 %	2 %	1 %	3.8
1b	Information about programs/services easy to understand	28	38	26	7	2	-	3.8
1c	Information about programs/services easy to find	24	39	30	5	3	-	3.7
1d	RCC staff helpful in providing information	44	42	12	1	1	-	4.3
1e	Programs/services well advertised	22	38	31	6	3	1	3.7

Summary of % Completely Agree

		Completely Agree
1d	RCC staff helpful in providing information	44 %
1b	Information about programs/services easy to understand	28
1a	Information about programs/services complete	24
1c	Information about programs/services easy to find	24
1e	Programs/services well advertised	22

Summary of Means

		Mean
1c	Information about programs/services easy to find	4.3
1d	RCC staff helpful in providing information	3.8
1b	Information about programs/services easy to understand	3.8
1a	Information about programs/services complete	3.7
1e	Programs/services well advertised	3.7

Getting Started at RCC – Questions 4a-4l

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
4a	Process for getting started well organized	23 %	53 %	19 %	3 %	1 %	1 %	3.9
4b	Counselors knowledgeable in many areas	28	40	20	8	3	1	3.8
4c	Faculty advisors knowledgeable in many areas	32	39	22	3	3	1	4.0
4d	Easy to make appointment with counselor	28	41	23	6	1	1	3.9
4e	Easy to make appointment with faculty advisor	27	41	24	6	1	1	3.9
4f	Length of time to register reasonable	20	39	26	9	6	1	3.6
4g	Sufficient "off-hours" access to registration	17	30	33	14	5	2	3.4
4h	Financial Aid staff knowledgeable about programs	32	31	23	8	3	3	3.8
4i	Financial Aid staff helpful to me	35	21	28	8	4	5	3.8
4j	Financial aid award processed/available when needed	19	21	32	9	14	5	3.2
4k	Bookstore well stocked for student needs	19	42	26	8	5	2	3.6
4l	Sufficient "off-hours" access to bookstore	17	31	35	10	6	1	3.5

Getting Started at RCC – Questions 4a-4l (cont)

Summary of % Completely Agree		Completely Agree
4i	Financial Aid staff helpful to me	35 %
4c	Faculty advisors knowledgeable in many areas	32
4h	Financial Aid staff knowledgeable about programs	32
4b	Counselors knowledgeable in many areas	28
4d	Easy to make appointment with counselor	28
4e	Easy to make appointment with faculty advisor	27
4a	Process for getting started well organized	23
4f	Length of time to register reasonable	20
4j	Financial aid award processed/available when needed	19
4k	Bookstore well stocked for student needs	19
4g	Sufficient "off-hours" access to registration	17
4l	Sufficient "off-hours" access to bookstore	17

Summary of Means		Mean
4c	Faculty advisors knowledgeable in many areas	4.0
4a	Process for getting started well organized	3.9
4d	Easy to make appointment with counselor	3.9
4e	Easy to make appointment with faculty advisor	3.9
4b	Counselors knowledgeable in many areas	3.8
4h	Financial Aid staff knowledgeable about programs	3.8
4i	Financial Aid staff helpful to me	3.8
4f	Length of time to register reasonable	3.6
4k	Bookstore well stocked for student needs	3.6
4l	Sufficient "off-hours" access to bookstore	3.5
4g	Sufficient "off-hours" access to registration	3.4
4j	Financial aid award processed/available when needed	3.2

Attending Classes at RCC – Questions 7a-7n

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
7a	Sufficient variety of class offerings for my needs	21 %	46 %	15 %	15 %	3 %	- %	3.7
7b	Sufficient variety of class times to fit my schedule	14	34	28	19	5	-	3.3
7c	Sufficient variety of "off-hour" classes to fit schedule	12	40	31	13	3	1	3.5
7d	Computer labs equipped well enough for my needs	33	33	26	5	1	3	3.9
7e	Enough open computer lab time available	21	35	29	8	6	2	3.6
7f	Satisfied with availability of RCC faculty	34	38	25	3	-	-	4.0
7g	Satisfied with quality of curriculum/programs at RCC	30	39	24	7	-	-	3.9
7h	Food service adequate for student needs	30	36	18	10	5	2	3.8
7i	Student lounge is adequate for student needs	31	33	26	6	3	1	3.8
7j	Campus is safe	37	48	13	1	1	-	4.2
7k	Parking lots are safe	30	40	19	8	4	-	3.9
7l	Adequate parking for students	8	17	17	25	32	-	2.5
7m	Classrooms well equipped and well maintained	19	53	19	8	-	1	3.8
7n	Satisfied overall with campus facilities	22	49	20	7	1	1	3.9

Attending Classes at RCC – Questions 7a-7n (cont)

Summary of % Completely Agree		Completely Agree
7j	Campus is safe	37 %
7f	Satisfied with availability of RCC faculty	34
7d	Computer labs equipped well enough for my needs	33
7i	Student lounge is adequate for student needs	31
7g	Satisfied with quality of curriculum/programs at RCC	30
7h	Food service adequate for student needs	30
7k	Parking lots are safe	30
7n	Satisfied overall with campus facilities	22
7a	Sufficient variety of class offerings for my needs	21
7e	Enough open computer lab time available	21
7m	Classrooms well equipped and well maintained	19
7b	Sufficient variety of class times to fit my schedule	14
7c	Sufficient variety of "off-hour" classes to fit schedule	12
7l	Adequate parking for students	8

Summary of Means		Mean
7j	Campus is safe	4.2
7f	Satisfied with availability of RCC faculty	4.0
7d	Computer labs equipped well enough for my needs	3.9
7g	Satisfied with quality of curriculum/programs at RCC	3.9
7k	Parking lots are safe	3.9
7n	Satisfied overall with campus facilities	3.9
7h	Food service adequate for student needs	3.8
7i	Student lounge is adequate for student needs	3.8
7m	Classrooms well equipped and well maintained	3.8
7a	Sufficient variety of class offerings for my needs	3.7
7e	Enough open computer lab time available	3.6
7c	Sufficient variety of "off-hour" classes to fit schedule	3.5
7b	Sufficient variety of class times to fit my schedule	3.3
7l	Adequate parking for students	2.5

Appendix C
(cont)

Data Tables
Riverside Campus

Overall Satisfaction with Access to Information, Getting Started, and Attending Classes – Questions 2, 5, and 8

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Answer	Mean
2	Access to information about RCC	14 %	57 %	21 %	8 %	- %	1 %	3.8
5	Getting started at RCC	14	56	23	5	1	1	3.8
8	Attending Classes at RCC	9	56	25	7	2	3	3.7

Summary of % Completely Agree		Very Satisfied
2	Access to information about RCC	14 %
5	Getting started at RCC	14
8	Attending Classes at RCC	9

Summary of Means		Mean
2	Access to information about RCC	3.8
5	Getting started at RCC	3.8
8	Attending Classes at RCC	3.7

Access to Information About RCC – Questions 1a-1e

	Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
1a Information about programs/services complete	25 %	36 %	34 %	5 %	1 %	1 %	3.8
1b Information about programs/services easy to understand	22	45	26	6	1	-	3.8
1c Information about programs/services easy to find	21	39	26	10	4	1	3.6
1d RCC staff helpful in providing information	39	36	14	8	3	1	4.0
1e Programs/services well advertised	17	36	34	10	3	1	3.6

Summary of % Completely Agree	Completely Agree
1d RCC staff helpful in providing information	39 %
1a Information about programs/services complete	25
1b Information about programs/services easy to understand	22
1c Information about programs/services easy to find	21
1e Programs/services well advertised	17

Summary of Means	Mean
1d RCC staff helpful in providing information	4.0
1a Information about programs/services complete	3.8
1b Information about programs/services easy to understand	3.8
1c Information about programs/services easy to find	3.6
1e Programs/services well advertised	3.6

Getting Started at RCC – Questions 4a-4l

	Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
4a Process for getting started well organized	28 %	41 %	25 %	5 %	1 %	- %	3.9
4b Counselors knowledgeable in many areas	27	30	33	9	1	1	3.7
4c Faculty advisors knowledgeable in many areas	23	39	29	6	1	1	3.8
4d Easy to make appointment with counselor	23	31	30	10	5	1	3.6
4e Easy to make appointment with faculty advisor	23	33	29	8	3	5	3.7
4f Length of time to register reasonable	19	32	27	14	8	-	3.4
4g Sufficient "off-hours" access to registration	14	31	36	14	2	3	3.4
4h Financial Aid staff knowledgeable about programs	37	23	25	4	2	9	4.0
4i Financial Aid staff helpful to me	41	18	24	4	4	9	4.0
4j Financial aid award processed/available when needed	26	17	35	5	6	12	3.6
4k Bookstore well stocked for student needs	17	32	26	17	7	1	3.3
4l Sufficient "off-hours" access to bookstore	14	24	34	15	12	2	3.1

Getting Started at RCC – Questions 4a-4l (cont)

Summary of % Completely Agree		Completely Agree
4i	Financial Aid staff helpful to me	41 %
4h	Financial Aid staff knowledgeable about programs	37
4a	Process for getting started well organized	28
4b	Counselors knowledgeable in many areas	27
4j	Financial aid award processed/available when needed	26
4c	Faculty advisors knowledgeable in many areas	23
4d	Easy to make appointment with counselor	23
4e	Easy to make appointment with faculty advisor	23
4f	Length of time to register reasonable	19
4k	Bookstore well stocked for student needs	17
4g	Sufficient "off-hours" access to registration	14
4l	Sufficient "off-hours" access to bookstore	14

Summary of Means		Mean
4h	Financial Aid staff knowledgeable about programs	4.0
4i	Financial Aid staff helpful to me	4.0
4a	Process for getting started well organized	3.9
4c	Faculty advisors knowledgeable in many areas	3.8
4b	Counselors knowledgeable in many areas	3.7
4e	Easy to make appointment with faculty advisor	3.7
4d	Easy to make appointment with counselor	3.6
4j	Financial aid award processed/available when needed	3.6
4f	Length of time to register reasonable	3.4
4g	Sufficient "off-hours" access to registration	3.4
4k	Bookstore well stocked for student needs	3.3
4l	Sufficient "off-hours" access to bookstore	3.1

Attending Classes at RCC – Questions 7a-7n

		Completely Agree	Agree	Neutral	Disagree	Completely Disagree	No Answer	Mean
7a	Sufficient variety of class offerings for my needs	17 %	43 %	21 %	14 %	4 %	1 %	3.6
7b	Sufficient variety of class times to fit my schedule	13	39	25	16	7	1	3.4
7c	Sufficient variety of "off-hour" classes to fit schedule	12	34	37	8	5	5	3.4
7d	Computer labs equipped well enough for my needs	19	30	31	7	7	6	3.5
7e	Enough open computer lab time available	15	30	32	8	11	5	3.3
7f	Satisfied with availability of RCC faculty	15	48	25	8	1	3	3.7
7g	Satisfied with quality of curriculum/programs at RCC	17	45	23	9	4	3	3.6
7h	Food service adequate for student needs	4	9	30	15	32	10	2.3
7i	Student lounge is adequate for student needs	7	16	36	17	17	8	2.8
7j	Campus is safe	19	42	27	7	3	3	3.7
7k	Parking lots are safe	13	33	33	5	13	3	3.3
7l	Adequate parking for students	4	7	15	12	61	2	1.8
7m	Classrooms well equipped and well maintained	17	40	29	8	1	4	3.7
7n	Satisfied overall with campus facilities	18	37	32	7	5	1	3.6

Attending Classes at RCC – Questions 7a-7n (cont)

Summary of % Completely Agree		Completely Agree
7d	Computer labs equipped well enough for my needs	19 %
7j	Campus is safe	19
7n	Satisfied overall with campus facilities	18
7a	Sufficient variety of class offerings for my needs	17
7g	Satisfied with quality of curriculum/programs at RCC	17
7m	Classrooms well equipped and well maintained	17
7e	Enough open computer lab time available	15
7f	Satisfied with availability of RCC faculty	15
7b	Sufficient variety of class times to fit my schedule	13
7k	Parking lots are safe	13
7c	Sufficient variety of "off-hour" classes to fit schedule	12
7i	Student lounge is adequate for student needs	7
7h	Food service adequate for student needs	4
7l	Adequate parking for students	4

Summary of Means		Mean
7f	Satisfied with availability of RCC faculty	3.7
7j	Campus is safe	3.7
7m	Classrooms well equipped and well maintained	3.7
7a	Sufficient variety of class offerings for my needs	3.6
7g	Satisfied with quality of curriculum/programs at RCC	3.6
7n	Satisfied overall with campus facilities	3.6
7d	Computer labs equipped well enough for my needs	3.5
7b	Sufficient variety of class times to fit my schedule	3.4
7c	Sufficient variety of "off-hour" classes to fit schedule	3.4
7e	Enough open computer lab time available	3.3
7k	Parking lots are safe	3.3
7i	Student lounge is adequate for student needs	2.8
7h	Food service adequate for student needs	2.3
7l	Adequate parking for students	1.8

Appendix D

Sample Summaries

Sample Summary – Redwood and Riverside Campuses

Class	Title	Instructor	Loc	Day	Time	Sample
Transfer						
BI211	Gen Biology I	Fuller	RWC	T	4:00-6:50 PM	23
GS105	Phys Sci: Chemistry	Rittenbach	RVC	TR	12:00-1:20 PM	30
HUM101	Intro to Humanities	Williams	RWC	TR	1:00-2:20 PM	12
MTH243	Probability & Stats	Long	RWC	MTWR	1:00-2:50 PM	11
PSY201	Gen Psych I	Hall	RVC	MWF	2:00-2:50 PM	17
SOC205	Soc Strat & Soc Systems	Aldrich	RWC	MW	1:00-2:20 PM	15
SPAN102	First Yr Spanish II	Coppedge	RVC	MW	2:30-4:20 PM	9
WR122	English Comp II	Claypoole	RVC	TR	1:00-2:20 PM	9
					Subtotal:	126
Prof/Tech						
AM121	Auto Start & Charg Systems	Honken	RWC	MW	1:00-3:50 PM	8
BA121	Intro to Accntng	Cantwell	RVC	MW	10:00-11:50 AM	16
CJ201	Juvenile Delinquency	Gruher	RWC	MW	8:00-9:20 AM	19
CS125CI	Comp Illustration	Fullmer	RVC	MW	3:00-4:20 PM	15
EET240	Computer Soft/Hard Architect I	Mullaly	RWC	MW	9:00-10:20 AM	18
EMT131	EMT - Basic I	Weiser	RVC	T	6:00-9:20 PM	22
NUR202	Adv Nursing II	Wagner	RWC	R	8:00-10:50 AM	22
RT152	Respiratory Care II	Hulse	RVC	TR	8:00-9:20 AM	11
					Subtotal:	131
Dev Ed/Disc						
DISC50	Self-Assessment	Lien	RVC	MW	9:30-11	9
DISC65	Career Exploration	St. Clair	RWC	M	9:30-12:30	14
MTH20	Pre-Algebra	Mack	RVC	MTWR	2:00-2:50 PM	13
RD40	Speedreading	Phillips	RWC	MW	1:00-2:20 PM	7
SK31	College Success	Olsen	RVC	MW	5:00-6:20 PM	4
WR10	Basic Writing	Clark	RWC	MTWR	2:30-3:20 PM	7
					Subtotal:	54
					Total:	311

Sample Summary – Redwood Campus

Class	Title	Instructor	Loc	Day	Time	Sample
Transfer						
BI211	Gen Biology I	Fuller	RWC	T	4:00-6:50 PM	23
HUM101	Intro to Humanities	Williams	RWC	TR	1:00-2:20 PM	12
MTH243	Probability & Stats	Long	RWC	MTWR	1:00-2:50 PM	11
SOC205	Soc Strat & Soc Systems	Aldrich	RWC	MW	1:00-2:20 PM	15
					Subtotal:	61
Prof/Tech						
AM121	Auto Start & Charg Systems	Honken	RWC	MW	1:00-3:50 PM	8
CJ201	Juvenile Delinquency	Gruher	RWC	MW	8:00-9:20 AM	19
EET240	Computer Soft/Hard Architect I	Mullaly	RWC	MW	9:00-10:20 AM	18
NUR202	Adv Nursing II	Wagner	RWC	R	8:00-10:50 AM	22
					Subtotal:	67
Dev Ed/Disc						
DISC65	Career Exploration	St. Clair	RWC	M	9:30-12:30	14
RD40	Speedreading	Phillips	RWC	MW	1:00-2:20 PM	7
WR10	Basic Writing	Clark	RWC	MTWR	2:30-3:20 PM	7
					Subtotal:	28
					Total:	156

Sample Summary – Riverside Campus

Class	Title	Instructor	Loc	Day	Time	Sample
Transfer						
GS105	Phys Sci: Chemistry	Rittenbach	RVC	TR	12:00-1:20 PM	30
PSY201	Gen Psych I	Hall	RVC	MWF	2:00-2:50 PM	17
SPAN102	First Yr Spanish II	Coppedge	RVC	MW	2:30-4:20 PM	9
WR122	English Comp II	Claypoole	RVC	TR	1:00-2:20 PM	9
					Subtotal:	65
Prof/Tech						
BA121	Intro to Accntng	Cantwell	RVC	MW	10:00-11:50 AM	16
CS125CI	Comp Illustration	Fullmer	RVC	MW	3:00-4:20 PM	15
EMT131	EMT - Basic I	Weiser	RVC	T	6:00-9:20 PM	22
RT152	Respiratory Care II	Hulse	RVC	TR	8:00-9:20 AM	11
					Subtotal:	64
Dev Ed/Disc						
DISC50	Self-Assessment	Lien	RVC	MW	9:30-11	9
MTH20	Pre-Algebra	Mack	RVC	MTWR	2:00-2:50 PM	13
SK31	College Success	Olsen	RVC	MW	5:00-6:20 PM	4
					Subtotal:	26
					Total:	155

Questionnaire

Student Satisfaction Survey, Winter 2000
Rogue Community College, <site>

The administration, faculty and staff of Rogue Community College want to provide the best learning environment possible for students. This survey seeks student opinions on various issues that impact students' ability to focus on learning. Your comments and suggestions are extremely helpful to us, and we value your input highly. Improvements are made based on your feedback and are communicated back to you by way of the campus newspaper and website. All replies, whether negative or positive, are welcome. Please comment on the following areas…

Access to Information About RCC (programs and services we offer)

1. *Please indicate your level of agreement with the following statements regarding access to information about RCC's programs and services by circling a number on the five-point scale provided.*

(CIRCLE ONE NUMBER FOR EACH ITEM)	Completely Agree		Neutral		Completely Disagree
a. **Information about RCC's programs and services is complete**	5	4	3	2	1
b. Information about RCC's programs and services is easy to understand	5	4	3	2	1
c. **Information about RCC's programs and services is easy to find**	5	4	3	2	1
d. RCC staff is helpful in providing information	5	4	3	2	1
e. **RCC programs and services are well advertised**	5	4	3	2	1

2. *Please indicate your overall level of satisfaction with access to information about RCC.*

❑ Very satisfied ❑ Satisfied ❑ Neutral ❑ Dissatisfied ❑ Very Dissatisfied

3. *Please provide any other comments or suggestions for improvement regarding access to information:*

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_____

Getting Started at RCC (advising, testing, registration, buying books, paying for classes, etc.)

4. *Please indicate your level of agreement with the following statements concerning the process of getting started at RCC by circling a number on the five-point scale provided.*

(CIRCLE ONE NUMBER FOR EACH ITEM)	Completely Agree		Neutral		Completely Disagree
a. **The process for getting started at RCC is well organized**	5	4	3	2	1
b. Counselors are knowledgeable in many areas	5	4	3	2	1
c. **Faculty advisors are knowledgeable in many areas**	5	4	3	2	1
d. It is easy to make an appointment with a counselor	5	4	3	2	1
e. **It is easy to make an appointment with a faculty advisor**	5	4	3	2	1
f. The length of time it takes to register is reasonable	5	4	3	2	1
g. **There is sufficient "off-hours" access to registration**	5	4	3	2	1
h. The Financial Aid staff are knowledgeable about financial aid programs	5	4	3	2	1
i. **The Financial Aid staff are helpful to me**	5	4	3	2	1
j. My financial aid award was processed and available to me when I needed it	5	4	3	2	1
k. **The bookstore is well stocked for student needs**	5	4	3	2	1
l. There is sufficient "off-hours" access to the bookstore	5	4	3	2	1

5. *Please indicate your overall level of satisfaction with the process of getting started at RCC.*

❑ Very satisfied ❑ Satisfied ❑ Neutral ❑ Dissatisfied ❑ Very Dissatisfied

Please continue on reverse side ➤➤➤

6. *Please provide any other comments or suggestions for improvement regarding the process of getting started at RCC :*

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Attending Classes at RCC (time, location, class schedules, parking, food service, student lounge, etc.)

7. *Please indicate your level of agreement with the following statements concerning attending classes at RCC by circling a number on the five-point scale provided.*

(CIRCLE ONE NUMBER FOR EACH ITEM)	Completely Agree		Neutral		Completely Disagree
a. There is a sufficient variety of class offerings at RCC for my needs	5	4	3	2	1
b. There is a sufficient variety of class times to fit my schedule	5	4	3	2	1
c. There is a sufficient variety of "off-hour" classes to fit my schedule	5	4	3	2	1
d. The computer labs are equipped well enough for my needs	5	4	3	2	1
e. There is enough open computer lab time available	5	4	3	2	1
f. I am satisfied with the availability of the faculty at RCC	5	4	3	2	1
g. I am satisfied with the quality of the curriculum and programs at RCC	5	4	3	2	1
h. Food service is adequate for student needs	5	4	3	2	1
i. The student lounge is adequate for student needs	5	4	3	2	1
j. The campus is safe	5	4	3	2	1
k. The parking lots are safe	5	4	3	2	1
l. There is adequate parking for students	5	4	3	2	1
m. Classrooms are well equipped and well maintained	5	4	3	2	1
n. I am satisfied overall with the campus facilities (including restrooms, telephones, ATMs, etc.)	5	4	3	2	1

8. *Please indicate your overall level of satisfaction with attending classes at RCC.*

❑ Very satisfied ❑ Satisfied ❑ Neutral ❑ Dissatisfied ❑ Very Dissatisfied

9. *Please provide any other comments or suggestions for improvement regarding attending classes at RCC :*

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Miscellaneous

10. *We welcome any other comments or suggestions for improvement you may have:*

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